

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**The Department of Consumer and Regulatory Affairs**



**PRESS RELEASE**

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**CONTACT:** Matt Orlins (DCRA) 202.442.8945; [matt.orldins@dc.gov](mailto:matt.orldins@dc.gov)

## **DCRA Launches Customer Satisfaction Survey Via Text Message**

*Feedback service is part of agency's Safe and Simple initiative*

**Washington, D.C.** –The Department of Consumer and Regulatory Affairs (DCRA) today launched a new customer service tool, enabling customers to provide immediate feedback to the agency about their experience through text messaging. The new text feedback program is the latest in a series of improvements being offered as part of the agency's [Safe and Simple](#) initiative.

Agency customers can access the feedback tool by sending a text message with a letter grade (A – D) describing their experience to 202-839-8065. The program will then send back a series of questions via text message.

“Continuing to improve our customer service is a top priority for DCRA,” said agency Director Melinda Bolling. “We believe that more of our customers will share insights about their experiences with us if we make it simple for them. Text message-based feedback that customers can provide on the go will be a convenient and efficient way for people to share their thoughts.”

DCRA will monitor the feedback continuously for immediate improvements and analyze the data quarterly to identify trends and opportunities.

Currently, the text feedback program is customer initiated. In the coming months, DCRA plans to roll-out additional functionality, which will allow the program to send an automatic text message soliciting feedback to every applicant who obtains a permit from the agency.

The feedback program will offer three tailored series of questions for permitting, construction inspections, and general customer service.

“DCRA’s aim in improving customer service is keeping the community safe while making processes simpler,” said Bolling. “We want to hear from our customers to ensure that we’re achieving that objective.”

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